From: Monise Brabham
To: Hughes, Ernie
Subject: Answers
Date: Monday, April 08, 2019 4:14:46 PM

Dr Hughes,

Below are the questions and answers from our earlier conversation. Please share with Donna and let me know if they are acceptable and that we can move forward. Once I get a reply email with acceptance, I will update and resend the revised agreement.

Q & A's
1- Can we explain how the data in the digital directories is not shareable/printable/changeable. I explained that the data is encrypted but they believe there are still ways around that and is a concern due to the GDPR.
The Digital Directory houses the data in a local Filemaker Database. All PII related information (Address, Telephone, etc) is then encrypted in that database using AES256 bit encryption. The data stays encrypted until a single member's record is displayed on the screen; at which time the data is decrypted and displayed (the underlying data in the database is never stored unencrypted).

PDF is not used in the Digital Directory product with the sole exception of the cover and intro portion of the directory which is made available as a PDF in the Digital product.

2- Can I add that "Alumni can purchase a max of 1 package during this project"
Yes, CHANGE NUMBER 2 in terms and conditions to the following:
2. COMPANY'S OBLIGATIONS. Company will (i.) fulfill its obligations as set forth on the Project Specifications and these Terms and Conditions; (ii.) provide Client with camera-ready artwork and copy for publicizing the Project; (iii.) handle all sales, order processing, billing and collections (NOTE: PURCHASES OF DIRECTORIES WILL BE LIMITED TO ONE PER ALUMNUS); (iv.) be responsible for all expenses incurred in the performance of the Project, except for those outlined under "Client's Obligations" below.

3- Can I add LESS ALL LICENSING FEES to Section 8 (on line 3 after "all funds derived from orders")
Yes, make the change

4- I know they can opt out or suppress fields but is there a part of the script that actually asks them if they would like to?
The following is standard in the opening of the script for all calls:
Well, Barbara Conrad, we're in the process of creating the new 2019 Wilmington University 50th Anniversary Alumni Directory. It's the first one in 9 years, so we're very excited about it!

As I go through your information, let me know if we need to c<u>hange or exclude anything.</u>

I'll give you the opportunity to reserve a copy, as well, but first let's make sure we have everything listed exactly as you'd like it to appear.

5- 2 additional references:
- Iowa State University: Scott Dahl

- Arkansas State University: Lindsay Burnette
And our contact at LSU was Steve Helmke

I know we are getting closer to wrapping up so I hope this is all helpful.

Thanks,
Monise

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